മെഡിക്കൽ കോളേജിലെ പേയിംഗ് കൗണ്ടറിൽ കൗണ്ടറുകളുടെ എണ്ണം വർദ്ധിപ്പിക്കുന്നതിന് നടപടി

181 (1116) ശ്രീ. ഇ.എം.അഗസ്തി : താഴെ കാണുന്ന ചോദ്യങ്ങൾക്ക് ആരോഗ്യവും സ്പോർട്സും വകുപ്പുമന്ത്രി സദയം മറുപടി നൽകുമോ :

(എ) തിരുവനന്തപുരം മെഡിക്കൽ കോളേജിലെ പേയിംഗ് കൗണ്ടർ എന്നാണ് പ്രവർത്തനം ആരംഭിച്ചത് ; ഇതിന്റെ പ്രോജക്ട് റിപ്പോർട്ട് ആരാണ് തയ്യാറാക്കിയത് ; പ്രസ്തുത റിപ്പോർട്ടിന്റെ കോപ്പി ലഭ്യമാക്കാമോ ;

(ബി) പേയിംഗ് കൗണ്ടറിന്റെ ഭരണ ചുമതല ഏതു വിഭാഗത്തെയാണ് ഏൽപ്പിച്ചിട്ടുള്ളത് ;

(സി) ഇതിനോടകം സർക്കാർ ഫണ്ടു ഉപയോഗിച്ച് പേയിംഗ് കൗണ്ടറിനു വേണ്ടി എന്തെല്ലാം സംവിധാനങ്ങളും സൗകര്യങ്ങളും ഏർപ്പെടുത്തിയിട്ടുണ്ട് ; ഇതിലേയ്ക്കായി എത്ര തുക ചെലവഴിച്ചിട്ടുണ്ട് ;

(ഡി) പേയിംഗ് കൗണ്ടറിന്റെ പ്രവർത്തനം കാര്യക്ഷമവും കുറ്റമറ്റതും ആക്കുന്നതിന് വേണ്ടി എന്തെല്ലാം നടപടി സ്വീകരിച്ചിട്ടുണ്ട് ;

(ഇ) പേയിംഗ് കൗണ്ടറിന്റെ പ്രവർത്തനം കൂടുതൽ കാര്യക്ഷമമാക്കാൻ വേണ്ട നടപടി സ്വീകരിക്കുമോ ;

(എഫ്) മരുന്നുകൾക്കു പുറമെ സർജിക്കൽ സാധനങ്ങൾ, ഓർത്തോപീഡിക്സ് ഉപകരണങ്ങൾ തുടങ്ങിയ ആശുപത്രി സാധനങ്ങൾ കൂടി പേയിംഗ് കൗണ്ടർ വഴി ലഭ്യമാക്കുന്നതിന് നടപടി സ്വീകരിക്കുമോ ;

(ജി) തിരുവനന്തപുരം മെഡിക്കൽ കോളേജിലെ പേയിംഗ് കൗണ്ടറിൽ ഇന്നുള്ള കൗണ്ടറുകളുടെ എണ്ണം ഇരട്ടിയായി വർദ്ധിപ്പിക്കുന്നതിന് നടപടി സ്വീകരിക്കുമോ ?

ഉത്തരം

(എ) 1995 ഡിസംബർ 22-ാം തീയതിയാണ് തിരുവനന്തപുരം മെഡിക്കൽ കോളേജിൽ പേയിംഗ് കൗണ്ടർ ആരംഭിച്ചത്. ഇതിന്റെ പ്രോജക്ട് റിപ്പോർട്ട് തയ്യാറാക്കിയത് ആശുപത്രി വികസന സൊസൈറ്റിയുടെ ജനറൽ ബോഡി യോഗം ചുമതലപ്പെടുത്തിയ മൂന്നംഗ സബ് കമ്മിറ്റിയാണ്. പ്രോജക്ട് റിപ്പോർട്ടിന്റെ പകർപ്പ് അനുബന്ധമായി ചേർക്കുന്നു.[†]

(ബി) പേയിംഗ് കൗണ്ടറിന്റെ പൊതുവായ നടത്തിപ്പിന്റെ ചുമതല ആശുപത്രിയിലെ ഹോസ്പിറ്റൽ ആന്റ് ക്ലിനിക്കൽ ഫാർമസി വിഭാഗത്തെയാണ് ഏൽപ്പിച്ചിട്ടുള്ളത്. ആശുപത്രി സൂപ്രണ്ടും ക്ലിനിക്കൽ ഫാർമസി വിഭാഗമേധാവിയും ഉൾപ്പെടുന്ന ഒരു മാനേജ്മെന്റ് കമ്മിറ്റിയും നിലവിലുണ്ട്.

[†] അനുബന്ധം - XXV

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(സി) ഹോസ്പിറ്റൽ ആന്റ് ക്ലിനിക്കൽ ഫാർമസി ജീവനക്കാരുടെ സേവനവും ആശുപത്രി കെട്ടിടത്തിന്റെ ഉപയോഗവുമല്ലാതെ മറ്റൊരു സംവിധാനവും സൗകര്യവും സർക്കാർ ഫണ്ട് ഉപയോഗിച്ച് പേയിംഗ് കൗണ്ടറിനു ഏർപ്പെടുത്തിയിട്ടില്ല.

(ഡി & ഇ) പേയിംഗ് കൗണ്ടറിന്റെ പ്രവർത്തനം കാര്യക്ഷമവും കുറ്റമറ്റതുമാക്കുന്നതിനു വേണ്ടി ആശുപത്രി വികസന സൊസൈറ്റി അംഗങ്ങളെയും ആശുപത്രിയിലെ വകുപ്പ് അദ്ധ്യക്ഷന്മാരെയും ഉൾപ്പെടുത്തി പേയിംഗ് കൗണ്ടർ ഉപദേശക സമിതി രൂപീകരിച്ചിട്ടുണ്ട്. മരുന്ന് വാങ്ങാനെത്തുന്നവരുടെ പ്രയാസങ്ങൾ ലഘൂകരിക്കുന്നതിനും കൂടുതൽ സൗകര്യങ്ങൾ ഏർപ്പെടുത്തുന്നതിനും ശ്രമിച്ചിട്ടുണ്ട്. പേഷ്യന്റ് കൗൺസിലിംഗ് സെന്ററും, റീഫണ്ട് കൗണ്ടറും തുടങ്ങി കഴിഞ്ഞു. ഏറെ സമയം ക്യൂ നിൽക്കാതെ മരുന്നു വാങ്ങിക്കുന്നതിനും കാലതാമസം ഒഴിവാക്കുന്നതിനും നടപടി സ്വീകരിച്ചിട്ടുണ്ട്.

(എഫ്) ഇവ രോഗികൾക്കു ന്യായമായ വിലയ്ക്കു ലഭ്യമാക്കുന്നതിന് വേണ്ടി പുതിയ കൗണ്ടറുകൾ ആരംഭിക്കണമെന്ന് എച്ച് ഡി. എസ്. പേയിംഗ് കൗണ്ടർ ഉപദേശക സമിതി, പേയിംഗ് കൗണ്ടർ മാനേജ്മെന്റ് കമ്മിറ്റി എന്നിവ തീരുമാനിച്ചിട്ടുണ്ട്.

(ജി) പേയിംഗ് കൗണ്ടറിൽ ഇപ്പോൾ തന്നെ ആറ് കൗണ്ടറുകൾ പ്രവർത്തിക്കുന്നുണ്ട്. ഇവയിൽ രണ്ടെണ്ണം രാത്രിയും പകലും പ്രവർത്തിക്കുന്നു. കൂടുതൽ സ്ഥലസൗകര്യം ലഭ്യമാക്കുന്ന മുറയ്ക്കു കൂടുതൽ കൗണ്ടറുകൾ ആരംഭിക്കുന്നതിനുള്ള നടപടികൾ സ്വീകരിക്കുന്നതാണ്.

സംസ്ഥാനത്തെ സർക്കാർ ആശുപത്രികളോടനുബന്ധിച്ച് നീതി മെഡിക്കൽ സ്റ്റോറുകൾ, മാവേലി മെഡിക്കൽ സ്റ്റോറുകൾ

182 (1117) ശ്രീ. വി. കെ. ചന്ദ്രൻ : താഴെ കാണുന്ന ചോദ്യങ്ങൾക്ക് ആരോഗ്യവും സ്പോർട്സും വകുപ്പുമന്ത്രി സദയം മറുപടി നൽകുമോ :

(എ) സംസ്ഥാനത്തെ സർക്കാർ ആശുപത്രികളോടനുബന്ധിച്ച് എത്ര നീതി മെഡിക്കൽ സ്റ്റോറുകൾ, മാവേലി സ്റ്റോറുകൾ, പേയിംഗ് കൗണ്ടറുകൾ ഇതിനോടകം പ്രവർത്തനം ആരംഭിച്ചിട്ടുണ്ട് ;

(ബി) 1999-2000, 2000-2001 എന്നീ വർഷങ്ങളിൽ സംസ്ഥാനത്തെ നീതി മെഡിക്കൽ സ്റ്റോറുകൾ, മാവേലി മെഡിക്കൽ സ്റ്റോറുകൾ, പേയിംഗ് കൗണ്ടറുകൾ എന്നിവയ്ക്ക് വേണ്ടി സംസ്ഥാന സർക്കാർ എത്തെല്ലാം സാമ്പത്തിക സഹായം എത്ര വീതം അനുവദിച്ചിട്ടുണ്ട് ;

(സി) ആശുപത്രി വികസന സൊസൈറ്റികളും ആശുപത്രി ഫാർമസികളും സംയുക്തമായി വേണം സർക്കാർ ആശുപത്രികളിൽ പേയിംഗ് കൗണ്ടറുകൾ ആരംഭിക്കുവാൻ എന്ന് 1995-ൽ സർക്കാർ നിർദ്ദേശം നൽകിയിരുന്നോ ;

(ഡി) സംസ്ഥാനത്തെ ഏതെല്ലാം മെഡിക്കൽ കോളേജുകളിലും ജില്ലാ ആശുപത്രികളിലും ജനറൽ ആശുപത്രികളിലും ഇന്ന് പേയിംഗ് കൗണ്ടറുകൾ പ്രവർത്തിക്കുന്നുണ്ട് ;

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[28-2-2001-ലെ നക്ഷത്ര ചിഹ്നമിടാത്ത 181 (1116) -ാം നമ്പർ ചോദ്യത്തിന്റെ ഉത്തരം ദയവായി കാണുക]

PROJECT REPORT

for

Starting a Round the Clock

Community Pharmacy Services

"Paying Counter"

(with Stock of all Essential Medicines, Surgicals, Diet and other Drug Store Items)

in

Medical College Hospital
Thiruvananthapuram

Jointly by

The Hospital Development Committee

&

The Dept. of Hospital and Clinical Pharmacy Services,

Medical College Hospital, Thiruvananthapuram.

November 1995

[Ref (1) G.O (Ms) 26/83/HD dt. 29-1-1983. Secretary to Government

(2) Letter No. 1987/E1/95/H&FWD dt. 8-5-1995 from the Secretary, Health and Family Welfare, Govt. of Kerala

(3) Letter No. G5/9564/95/DME dt. 13-6-95 from the Director of Medical Education, Kerala]

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INTRODUCTION

About 30 to 40% of the hospital budjet is utilised for the purchase of drugs including medicines, surgicals etc. Still the complaints regarding the shortage/non-availability of medicine and surgical items used in the treatment are increasing day be day. New papers often carry sensational and 'exemplary' reports about the acute shortage of many medicines in our hospitals. As long as the treatment in the government hospitals remain free and the present constrains remain unsolved, one cannot even dream a situation in the near future where our hospitals are having the capability, capacity and efficiency to cater the needs of the entire population of patients approaching them.

Parallel to the above type of complaints and criticisms, there are also complaints from the doctors and patients regarding the inferior/poor quality of certain medicines available in our stores.

The Medical College Hospital, Thiruvananthapuram spends about 2.5 crores or rupees a year (1994-95) for the purchase of medicines, surgicals, and other similar hospital items. Nearly 25 lakhs rupees is used for the local purchase of medicines to overcome the emergencies. Still the in-patients are force to purchase many of their drugs, surgical items and Hospital accessories from the open market. Such purchase will amount, no doubt to the tune of crores of rupees every year. The simple fact that about forty medical stores are doing 'flourishing' business in the neighbourhood of the medical college hospital is just sufficient to put some light to the volume of the requirements of patients and the shortage in our govt. hospitals.

The inpatients and their by-standers are often forced to purchase many of their drugs, surgical materials and other hospital items from the open market for which they have to approach different types of stores like medical stores, surgical stores, stationary store, textile stores, etc. in the neighbourhood of the Hospital. The patients, their by-standers and relatives have to face a lot of hardships and difficulties to procure such items. Being a referral hospital, patients from different parts of the state are approaching the hospital daily and for those to whom the hospital locality is unfamiliar, it is no doubt, a tedious task to find out the places/shops for procuring their requirements. This is particularly true in the case of emergency purchases and purchases during night.

The Thiruvananthapuram Medical College being a Hospital Complex,

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accomodating different hospitals like SAT Hospital, SCT Hospital, Regional Cancer Centre, Dental Hospital and the Medical College Hospital, the patients literally have to 'hunt' for their hospital requirements during day and night. The patients in the gynaecology wards and their relatives have often take lot of pain, stress, strain and effort and waste considerable time to procure their specific requirements like 'Lady Care' items. Same is the case with items required for new born babies, dental items, mortuary items, poison antidotes, imported drugs etc.

These and many other similar factors strongly support the proposal for starting a full fledged, modern, scientific and professional drug store styled as "Community Pharmacy" or "Paying Counter" in the Hospital premises in a location that is convenient, accessible and 'safe' for the patients, their relatives and by standers to procure their hospital requirements at all items including midnight.

The starting of such a Community Pharmacy Service or "Paying Counter" inside the hospital premises will surely be welcomed by all those who are interested in patient care and our health care programmes. The patients will get an opportunity to buy quality drugs and other items at a reasonable price at all times on all days. It is to be noted that though the project as such is totally a new one for the state, the concept is not new. Similar schemes, (though with some changes) are already working in many prestigious institutions in India, like the All India Institute of Medical Sciences, New Delhi. Even in the state of Kerala such stores are functioning in Medical Colleges like Kottayam and Calicut Medical College Hospitals, though not in the manner as proposed in this scheme. The pharmacy of RCC can also be considered to a certain extend as a medical store as they are giving most of the medicines to their patients on price.

The starting and closing down of a Medical Store in the Medical College Hospital attached to the Pay-Ward Block under the auspicious of KHRWS need not be considered as an inhibitory factor for starting a Paying Counter under this project. The lack of professional/technical support and lapses in management are reasons for the failure of KHRWS project.

Since the government is seriously thinking of introducing major changes in the health care programmes in the state by introducing "paying clinics" Fee for hospital services to those who are not poor etc. based on the recommendations of the Resources Commission (1993 Feb), the starting of

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Paying Counter as per this Project will surely be a boon to the services of the Medical College Hospital, Thiruvananthapuram. It will help to improve the efficiency and dependability of the Hospital Services considerably; If it becomes a success, perhaps other Govt. hospitals in the State make take steps to implement similar schemes.

Prepared and signed by

K.G. Revikumar
Asst. Professor & Chief
Dept. Hospital & Clinical Pharmacy Services
Medical College Hospital,
Thiruvananthapuram.

.Dated 12-11-1995
Thiruvananthapuram

Management and Administration

As per the Government letter No. 1987/E1/95/H&FWD dtd. 8-5-1995 from the Secretary to Government Health and Family Welfare, Govt. of Kerala, the Paying Counter management is vested with the Hospital Pharmacy/pharmacies of the Hospital. This is re-inforced through the letter G5/9564/94/DME dtd. 13-6-95 from the Director of Medical Education.

The existing set up in our Government hospitals including the 12 collegiate hospitals attached to Medical Education Directorate, is not sufficient and efficient to entrust the entire managements as such to the Hospital Pharmacies as most of the hospital pharmacies, with the exception of Medical College Hospital, Trivandrum, do not have the services of responsible officers having B.pharm or M.pharm qualification in pharmacy and exposure to modern techniques in Drug Store Management. Hence it is always better to have a management committee for the Paying Counter in all hospitals including Medial College Hospital, Thrivananthapuram.

The "paying Counter" shall be designed and established in conformity with the existing statutory requirements for the running of a meical store. The norms guidelines made by the Director General of Health Services. Govt. of India (A Mannual of the Working on Hospital Stores) the provisions of Drugs and Cosmetics Act 1940, Schedule 'N' of the Drug Rules etc. shall be followed strictly. Whether Rule 65 of the Drug and Cosmetic Act Rules has to followed, is to be decided by the respective hospital authorities. Extra care shall be taken in proper and scientific storage of medicies in order to protect their potency, stability and usefulness. No compromise shall be made in providing the scientific storage facilities and thereby assuring their quality, potency and efficacy.

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The professional and technical expertise, assistance, guidence and know-how for the excellence and development of the Paying Counter will be provided by the Department of Hospital and Clinical Pharmacy Services. The Hospital Development Committee shall provide the men and finance required for the Paying Counter.

Management Committee

The Management of the Community Pharmacy Services (Paying Counter) will be done by those officers of the department of Hospital and Clinical Pharmacy Services so entrusted by the Head of the Department. There is an extra significance in making the paying Counter Servises professionally, legally and ethically fair in all its business activites. Technical formalites and probelm solving activities may normally be involved in the smooth running of the various activities of the Paying Counter.

A three member perpetual committee (consisting of two members from Hospital Development Committee out of which one shall be the Superintendent of Medical College Hospital) and one member from the Department of Hospital and Clinical Pharmacy Services known as "Paying Counter Management Committee" may be constituted for the management and administration of the Counter.

The Committee shall meet at least once in every 15 days to assess the working and progress of the Counter and shall give advises and suggestions to the officers in-charge of the Paying Counter. The committee may give special interest in the following activities.

i) Policies relating to procurement, Storage and distribution of drugs and other items. Standard quality items alone shall be purchased and suppied through the Counter. For every drug a maximum of 3-5 brands may be selcted and stored in the Paying Counter. As far as possible the dispensing has to be encouraged based on the generic names of drugs. The services and facilities of the department of Hospital and Clinical Pharmacy Services shall advantageously be utilised for this.

ii) Fixing of "fair price" for the articles. The items shall always be sold at a reasonable and fair price compared to the open market price for the same item. There shall be no compromise on the quality for fixing the price.

iii) Facilites to prevent the stock from theft, pilferage, deterioration etc. Pereiodical check up for expiry dates, deterioration,decomposition etc. is also essential.

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iv) Policies regarding the accounting, auditing, computerisation, of billing system, remedical measures to aviod the opportunities for manipulations in accounting and other clerical works etc.

Location, Building and Area

There shall be a permanent location and building for the Paying Counter inside the hospital premises. The Counter shall be in the basement or ground floor of the building with easy approachability and accessibility. The area should be clean and neat. A clean, well maintained, safe, single storied building ground floor of multi sotried building is best suited for the purpose. The store should be property designed with provision for patient waiting, dispensing, storage and display of various items. Depending on the categories of items and their volume an area up to 1500 sq.ft may be required for the Counter when made complete in all respects. Separate godowns or rooms may be provided as and when needed.

"Cool Place", "Cold Place" etc. required for the storage of medicines has to be provided in all possible cases. Taking into considération the possible delay in identifying the location, and construction of the building and the heavy investment for it in the beginning, the Hospital and Clinical Pharmacy Servises agreed to temporarily provide the space for the Paying Counter. The space will be modified with necessary works and made suitable for the Counter.

[See the draft plans attached]

Pharmacy

A seperate area will be earmarked for "Pharmacy" as per Schedule 'N' of the Drug Rules, and the pharmacist will mix and make medicines here according to prescriptions. Facilities will be provided to dispense and compound all special prescriptions which the patient may generally find difficult to get from open market. Special ointments (eg.Salicylic Acid ointment of various stength like 5%, 10%, 20%, 30%, 50% Salicylic acid ointment with coal tar solution etc.) Special lotions (Calamine lotion with sulphur and/salicylic acid, special mouth washes, gargles etc) Various types of mixtures and Solutions, Suppositories and extemporaneous items required for the patients can be dispensed from the Pharmacy.

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Working Time

The Paying Counter shall work on all days at times with the exeption of special events, festivals etc. including days of physical stock verification. There shall be no holiday for the store unless otherwise specifically granted. For round the clock working of the counter, there shall be three shifts with specific time schedule. The following schedule is suggested which can be modified as and when nessitated.

First Shift	8.00 am to 2.00 pm
Second Shift	12.00 pm to 8.00 pm
Third Shift	8.00 pm to 8.00 am

Categories of Stores

The Paying Counter shall have all categories of stores required by the inpatients and outpatients under a single roof. Though the Paying Counter cannot work without profit, profit alone will not be considered as the primary objective and hence less profitable items like narcotics and Schedule 'X' items will also be stored. Generally speaking, the following categories of items will be stored.

1. Narcotics and Psychotropic substances
2. Generic items
3. Proprietary items
4. Biological products and other cold storage items
5. Surgical items
6. Rubber goods
7. Dental care items
8. Lady care items
9. Baby care items
10. Mortuary items including emblam materials
11. Imported items
12. Specific antidotes
13. Cosmetics and toiletries

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14. Miscellaneous items

Many life saving drugs are at present imported (as they are not indegenously manufactured) and they are reaching the patients after passing through many intermediary agencies. Because of this the patients are often exhorbitantly charged. In order to avoid such a contigency and to make such life saving items available to the patients at a reasonable/fair price, the Paying Counter shall take steps to get such items imported directly.

Purchase of medicines and other items

Quality should be given primary weightage in the case of all products. As far as possible medicines and other items (including items required for the functioning of Paying Counter and its services) shall be purchased directly from the manufacturers or their authorised agents at special prices fixed by the company. A price comparison with other reputed manufacturers may be made in the case of general items, instruments and equipments. Since medicines are often prescribed on their trade names, widely used branded items may be purchased directly from the company's depots or C&F agents. In the case of bulk purchases it is always better to have direct negotiation with the Company executives. Items which are of limited use may be purchased from the local distributors at the PTR (Price to the Retailer). In the case C. P. C. firms (Central Purchase Committee approved firms) and tender firms the medicines may be purchased at the rate fixed by the CPC/hospital administration through tender in all possible cases. If the Superintendent of the hospital/Principal/ DME/DHS invites tenders for certain items and such items are of in need for the Paying Counter, the Paying Counter may purchase such items at the tender rates after re-assessing the open market rates. This will help to reduce the tender/advertisement expenses. In the case of non-monopoly/non-proprietory items quotations have to be obtained from competetors before placing orders.

Stamping of Products

In all possible cases the sales rate of items has to be shown in the packings either in writing or through stamp or sticker. Whenever purchases are made from firms like CPC comparities supplying to other Govt. hospitals, the firm may be asked to fix additional stamp "Paying Counter" on the label, if they are supplying products with "Hospital Supply" or "Govt.Supply" or "Kerala Govt.Supply" or "Govt.Hospital Supply." Such companies/firms should be instructed not to stamp "Not for Sales" seal in any of the products to be supplied to the paying Counter as that will cause to create confusion in the mind of public and will be a violation of the Drug Rules.

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Training of Pharmacy Students

The available spare time, expertise and knowledge of the Pharmacy students (including degree and diploma) may be advantageosly utilised for the better functioning of the Paying Counter. The Pharmacy can provide practical training to pharmacy students which is part of their academic programme. This mutually benefical programme will help the students to obtain practical training and experience in Community Pharmacy and at the same time, the paying Counter services will become more effective and efficient. The head of hospital and Clinical Pharmacy as suggested by the Management Committee may appoint the Pharmacy students as trainees in the Paying Counter. The trainees can later be posted as stipendary trainee by giving suitable monthly stipend.

Licences, Permissions etc

The various activities envisaged in this Project may require licenses and permissions from authorities like Drugs Control Department, Sales tax, Excise, Customs and Narcotics etc. and such licenses/permissions may be obtained as and when needed. The Paying Counter shall take both whole sale and retail licenses from the Drugs Control Department.

Pharmacists

Registered Pharmacists with a minimum qualification of D.Pharm alone shall be appointed as phamacists in the Paying Counter. All the pharmacists on duty shall wear white, neat and clean over coats at all times. The overcoat shall have a writing "Pharmacist" in red colour at its front left side 6" below the shoulder region and below that a name badge showing the name of the duty Pharmacist shall be attached. Whenever Pharmacists are appointed on Contract/daily wages basis, preferences have to be given those pharmacists who have worked as non-stipendary/stipendary trainees.

Telephone

The paying Counter shall be provided with sufficient telephone connections fot its routine activities involved in the purchase, sale of items and other activities taken up during the course of working/progress.

Complaint Box and Complaint Register

There shall be a complaint box near the patient wait area. A seperate complaint register may also be maintained in the Dispensing Counter. The public shall be encouraged to use them for registering their complaints and grievances. The Paying Counter Management Committee shall look after the complaints and solve the grievances and when noted.

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Working Mannual

A working manual for the proper functioning of the Paying Counter may be prepared within 2-3 years of its functioning. The Manual may contain necessary guidelines for the smooth functioning of Paying Counter.

Personnel

1.	Pharmacists (Shift pharmacists)	3	
2.	Pharmacist (Shift reserve)	1	
3.	Helpers and Sales boys/girls	3	with the increase in activities and
4.	Cashier	2	futher development additional staff
5.	Clerk cum typist	1	have to be provided
6.	Peon/attender/worker	1	
7.	Accountant (part-time)	1	
8.	Sweeper (part-time)	1	

Financial Statement

Capital Cost

Modification of the building, Furniture, Fittings, telephone, Office items, licences, Computer etc.	Rs. 2.15 Lakhs
Inventory (at a time) in the begining	Rs. 5.25 Lakhs
Unanticipated expenses-provision	Rs. 0.10 Lakhs
Total	**Rs. 7.50 Lakhs**

Recuring Expenses

Salaries and Wages

1.	Pharmacists	- 4 posts (Rs. 1500.00 pm)	Rs.0.72 Lakhs
2.	Cashiers	- 2 posts (Rs. 1500.00 pm)	Rs. 0.36 Lakhs
3.	Clerk cum typist	- 1 post (Rs. 1250.00 pm)	Rs. 0.15 Lakhs
4.	Helpers/Sales boys/girls	- 3 posts (Rs.1100.00pm)	Rs. 0.40 Lakhs
5.	Peon/attender	- 1 post (Rs. 1000.00 pm)	Rs. 0.12 Lakhs

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6.	Part time staff	
	Accountant & Sweeper	Rs. 0.15 Lakhs
	Statinary, phone, conveyance and other office expenses	Rs. 0.60 Lakhs
	Total	Rs.2.50 lakhs

Sales and Income (Based on targetted daily sales of Rs. 15,000 (on an average)

Auunual Sales (Minimum) (monthly average is taken as 4.5 lakhs)	Rs. 54.00 Lakhs
Profit-Gross (average 12.5%)	Rs. 6.75 Lakhs
Less Recuring expenses	Rs. 2.50 Lakhs
Net Profit	Rs. 4.25 Lakhs

The profit can be utilised for further expansion of the Paying Counter like Drug information, Patient Counselling, Seminar, Symposiam and other developmental activities in the Hospital. At least 25% of the profit has to be used exclusively for the developmental activities of the Pharmacy Services in the Hospital.

OBJECTIVE

The Primary objective of starting the PAYING COUNTER as per this project Report is to provide an oppportunity for the patients, their relatives and by standers to procure standard quality medicines, surgical and other hospital requirements like lady care items, baby care items, dental care items, mortuary items etc. at a fair and reasonable price at all times on all days under a single roof inside the Medical College Campus.

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